

## **Va. Administrative Dispute Resolution Council**

### **Minutes**

April 28, 2005 Meeting  
Richmond, Virginia

**Present:** Sandra Bowen, Secretary of Administration and Chair; Sheryl Bailey, Deputy Secretary of Administration; Al Bridger; Claudia Farr; Kathy Fischer; James W. Fisher; Kelley Hellams; Gail Jaspen; Larry Jones; Seward McGhee; Carol Mitchell; Barbara Newlin; Bill Price; Mark Rubin; John Settle; Ernest Spratley;

Secretary Bowen called the meeting to order at approximately 10:00 a.m. Joseph Boisineau, a VDACS employee, was recognized for his long service and accomplishments in assisting consumers and businesses resolve their differences through the use of ADR. Council Subcommittees and others gave the following reports:

**2005 Agency Surveys (Bill Price, Larry Jones, Kathy Fischer, Scott Hubbard):** At Kathy Fischer's suggestion, Scott Hubbard of DPB spoke with the Council about how its next survey could be online, using Cold Fusion and an Access database. Secretary Bowen thanked Scott for his expertise and willingness to assist the Council in this capacity.

Bill Price discussed the 2004 survey's raw results (see attached summary). Secretary Bowen challenged the Council to develop metrics to quantify process savings and value gleaned from state agencies' use of ADR, and the consensus was that the Council begin to include those metrics and data points in agency surveys. The next survey will be issued to agencies in September.

**Updates on VADRA Pilots (Carol Mitchell):** Carol Mitchell gave an overview of the six VADRA pilots (see attached handout). Sheryl Bailey suggested that a celebratory presentation session be convened by the Secretary this summer (perhaps in late June) for the pilot coaches and agency representatives to discuss their projects with a high level group, including other Cabinet Secretaries and agency Dispute Resolution Coordinators.

**Developing Shared Pool of State Employee Neutrals (Gail Jaspen):**

Gail Jaspen shared an updated draft neutrals "profile" to be used to assess the skills, experience, and availability of state employees interested in serving in a statewide neutrals pool. She asked Council members to provide her with any additional suggestions on the profile prior to the May 10, 2005 overview training session for identified state employee neutrals.

**Initial Training Plans for State Employee Neutrals (Barbara Newlin):**

A May 10, 2005 half-day training session has been scheduled for state employees identified in the 2004 surveys as having ADR training or experience, including mediators now working with programs at VDACS, EDR, and DPOR. The training will provide background on VADRA and the Council's work, an opportunity for input from the

attendees, and time for completing the neutrals profile. Potential future needs of the shared pool (e.g., administration, housing, fiscal support, and program evaluation) were discussed.

**VADRA Web Site:**

In light of Paul Prissel's acceptance of a new position outside the state, there is a need for another Council volunteer to continue the coordination and content work Paul contributed toward VADRA's web site. Thanks to Steve Marzolf and VITA, Steve's design work for the web site will be finalized by VIPNet personnel.

**Goals for 2005:**

Secretary Bowen summarized the Council's 2005 goals as follows:

- Finalize web site design and content
- Identify resources to sustain the Council's work and the effective use of ADR in state government across administrations
- Recognize and celebrate the six initial pilots (target date: late June)
- Launch additional pilots (Wave II)
- Issue 2005 agency survey (target date: September)

The meeting was adjourned at approximately 11:15 a.m.